



HEALTHeLINK™

Who We Are

HEALTHeLINK is a not-for-profit organization and is governed by healthcare providers, insurers, and representatives from the Western New York community.

Our mission is to provide fast, secure access to clinical information to improve quality and control healthcare costs for our community.

For more information about HEALTHeLINK visit wnyhealthelink.com.

Total participating practices: 152
Total participating providers: 894
Total results available through HEALTHeLINK: 32 million
For a complete list of all the participants, visit: www.wnyhealthelink.com.

Data Sources

HEALTHeLINK is proud to announce the addition of Windsong Radiology Group as the first independent radiology practice to begin submitting patient records and reports electronically through the clinical information exchange. It is anticipated that up to 300,000 radiology reports from Windsong will be shared through HEALTHeLINK annually. Windsong has offices in Williamsville, Amherst, Hamburg, Lancaster and West Seneca. HEALTHeLINK continues to reach out to other radiology practices in WNY to participate.

WNY Beacon Community Update

Through the Beacon Community initiative, HEALTHeLINK and 40 community partners will advance and leverage resources as well as areas of excellence. The mission of the Western New York Beacon Community is to improve clinical outcomes and patient safety through the use of health information technology and health information exchange, focusing on improving overall diabetes care management across all levels of care. The WNY Beacon Community encompasses eight counties, more than 500 physicians, three federally qualified health centers, four rural health networks, nine government agencies, 29 hospitals, and a major research university, serving 50,000 individuals with diabetes.

This consortium is uniquely qualified to achieve improved healthcare quality, cost and population health outcomes demonstrated for diabetes. HEALTHeLINK's approach combines a mature regional health care information exchange technology infrastructure with a growing electronic health record (EHR) adoption program that has been created by stakeholder capital investment. The EHR adoption program is being reinforced by clinical transformation to keep implementation on

track toward achieving meaningful use.

These community-driven objectives will utilize certified EHRs with clinic decision tools and health information exchange capabilities to achieve meaningful use and optimize diabetes control in at least 60% of all primary care providers and specialists relevant to WNY's healthcare goals for diabetes. A universal public health node and expansion of NHIN interfaces to other regions will support public health. Use of practice registries will support quality improvement and public reporting. These registries will be utilized to monitor and reduce health disparities for minority, rural, and other underserved/special needs populations.

During the first six months of the 36 month project, the infrastructure has been created for implementation. During the next 90 days, Beacon staff will be reaching out to partners to determine how Beacon resources coupled with provider expertise and incorporation of best practices/evidence based guidelines will 'move the needle' en route to improved quality of care for simple and complex diabetics. HEALTHeLINK is leveraging previous grant awards and infrastructure investments of over \$16 million.

Dr. Blumenthal visits Western New York

On August 24, HEALTHeLINK was joined by Dr. David Blumenthal, the point person for the national health information technology initiative, as well as other dignitaries, including Congressman Brian Higgins and New York State Health Commissioner Dr. Richard F. Daines, to unveil details about HEALTHeLINK's \$16.1 million Beacon Community initiative to fight the high incidences of diabetes in the WNY community through health information technology.



Beacon Clinical Transformation Synergy Model

BEACON = SUSTAINABLE CLINICAL TRANSFORMATION =

Meaningful Use: The Health Information Technology for Economic and Clinical Health Act (HITECH) authorized incentive payments through Medicare and Medicaid to clinicians and hospitals when they securely use electronic health records (EHRs) and to achieve specified improvements in care delivery. Equally important, HITECH's goal is not adoption alone but "meaningful use" of EHRs — that is, their use by providers to achieve significant improvements in care. The 15 core objectives comprise basic functions that enable EHRs to support improved health care. In addition to the core elements, the rule creates a menu of ten additional tasks, from which providers can choose five to implement in 2011–2012. The menu includes capacities to incorporate clinical laboratory results into EHRs, provide reminders to patients for needed care, identify and provide patient-specific health education resources, and employ EHRs to support the patient's transitions between care settings or personnel.

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The **Patient Centered Medical Home Model** facilitates partnerships between individual patients, and their personal physicians, and when appropriate, the patient's family. Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.

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The **Chronic Care Model** describes the necessary components for a delivery system that encourages and sustains productive interactions between patients and providers. These elements are the delivery system design, decision support clinical information systems community, the health system and self-management support. Evidence-based change concepts under each element, in combination, foster productive interactions between informed patients who take an active part in their care and providers with resources and expertise.

Community Commitment and Partnerships

Strong stakeholder involvement provides HEALTHeLINK with the guidance and support to integrate health information technology with reimbursement and innovative service delivery reforms and fulfill its mission to create and maintain a secure and reliable infrastructure for the timely and accurate electronic exchange of clinical information among health care providers, insurers and other medical professionals in WNY serving 1.6 million people.

Through the Beacon Community initiative, HEALTHeLINK, along with the P² Collaborative of WNY and 40 public and private community partners, are leveraging resources and expertise to achieve community health improvements. Partners include:

Primary care physicians:

- *Group Practices/Clinics:* Buffalo Medical Group, Jericho Road Family Practice, Independent Health IPA, Lifetime Health, Catholic Independent Practice Association, People Inc., Sheehan Health Network and affiliated practices of the UB School of Medicine Department of Family Medicine
- *Federally Qualified Health Centers:* Community Health Center of Buffalo, Northwest Community Health Center and Oak Orchard Community Health Center
- *Hospital-based safety net clinics:* Kaleida, ECMC, Niagara Falls Memorial Medical Center, Sheehan Health Network and the Catholic Health System
- *Special Needs:* Aspire, Horizons Health and UB Family Medicine Gold Choice

Full Coverage Payers: Independent Health, HealthNow, and Univera

Health Systems and Rural Health Networks:

The primary care physicians and full coverage payers listed are also part of the larger health systems and hospitals that provide care to individuals with diabetes. The 108 cardiologists and endocrinologists are affiliated with one or more of the health systems and hospitals below:

- Catholic Health System, Erie County Medical Center Corporation, Kaleida Health, Lake Plains Community Care Network, Southern Tier Health Care System, Chautauqua Integrated Delivery Services, Mount St. Mary's Hospital and Niagara Falls Memorial Medical Center
- Home Care Providers: WILLCARE, VNA, and McAuley
- The majority of major labs, radiology sites and pharmacies are connected through HEALTHeLINK's NYSDOH HEAL 1 e-Prescribing and HEAL 5 Interoperability grants.

HEAL 17 Awards

HEALTHeLINK has been awarded a \$3.8 million grant from New York State through Phase 17 of the Health Care Efficiency and Affordability Law of New York (HEAL NY) to improve the delivery and coordination of mental health and primary care for approximately 20,000 WNY patients with complex mental health problems through health information technology.

In addition, HEALTHeLINK also received a \$10 million supplemental award from the NYS Department of Health to lead the development and implementation of a clinical data exchange to public health focusing on Child Health Immunization and Newborn Screening, Syndromic Surveillance and Chronic Disease with a focus on cancer that can be reproduced by other regional health information organizations across the state.



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